

# Federal Personnel and Payroll System Users Group Representatives Charter

## **I. MISSION:**

The Federal Personnel and Payroll System (FPPS) Users Group consists of representatives from each client agency using FPPS for personnel and payroll services. FPPS was developed and is maintained and operated by the National Business Center (NBC) of the Department of Interior. The FPPS Users Group is an active working group responsible for focusing and providing feedback on operational issues related to FPPS, as well as providing input on the future direction of the system. The Users Group Representative (UGR) serves as the overall National Business Center point of contact for these matters.

The Users Group is a forum to exchange information and ideas about FPPS as well as other HR and payroll related activities. Although not a decision-making body per se, the Users Group offers an avenue for obtaining input and disseminating information to agencies/bureaus. The Users Group prioritizes the Change Requests (CRs) that they would like to have NBC place into production, and NBC takes the results and determines which of the CRs actually can be scheduled in a software release.

## **II. SCOPE:**

The Users Group offers a forum for Representatives to discuss the most efficient and effective way of utilizing FPPS and related reporting capabilities (e.g. Datamart), including validation, submittal and prioritization of client requested CRs for future FPPS releases.

The Users Group members represent the collective interest of their agency/bureaus and also gather information associated with FPPS and other related initiatives. The Users Group representatives serve as focal points for dissemination of information about FPPS, including HR and payroll updates and changes made to FPPS to meet regulatory requirements. The Users Group members discuss outstanding issues and concerns, and participate in future delivery of related initiatives in line with strategic goals. Examples of related initiatives:

- Employee Express
- HR LOB
- TALX
- Shared Servicing
- e-Gov initiatives
- EOD
- HSPD-12
- eOPF
- EHRI

### **III. MEMBERSHIP:**

The NBC Program Manager of FPPS serves as the Chairperson of the Users Group. UGR membership consists of representative(s) from each agency serviced by the NBC for FPPS. Agencies with multiple representatives will designate a sole voting member at the beginning of each UGR meeting. Representatives may delegate their votes to other UGR members or participate in meeting votes via conference call.

A list of the UGR members is maintained by the NBC Coordinator, Personnel and Payroll Systems Division, based upon client input.

### **IV. ROLES AND RESPONSIBILITIES:**

The Users Group is an active working group responsible for focusing on operational issues related to FPPS, as well as providing input on the future direction of the system. The Users Group representative should be familiar with Human Resources personnel and payroll policies and procedures. The Users Group is a forum for dealing with FPPS activities which impact the agencies/bureaus of the representatives. In order to fulfill the mission of the FPPS Users Group, NBC and customer representatives are expected to perform the following activities:

#### **A. Representatives:**

1. Serve as their agency's central point of contact for communicating information between the National Business Center (NBC) and their agency (e.g., UGR memorandums, meeting minutes, system closures, FPPS Release information etc.).
2. Ensure that the NBC Coordinator is provided with a Point of Contact (POC) for Primary/Alternate Representatives, Financial Management, Information Technology, Security and Training, and communicate information to those POCs and others as required and applicable.
3. Provide a framework for communication with timekeepers, requesting offices, and servicing personnel offices.
4. Brief their management on FPPS and personnel/payroll activities.
5. Maintain an awareness of FPPS activities as they impact internal agency decisions/policies.
6. Attend meetings to gather information related to FPPS and other related initiatives for their agency. They obtain feedback from their agency, discuss outstanding issues/concerns, and participate in upcoming events.

7. Evaluate their agency's CRs for validity and completeness prior to submitting the CRs in the recommended format to the designated NBC contact point.
8. May review CR design documentation and may participate in testing.
9. Determine their agency's position regarding subjects addressed by FPPS.
10. Participate in the CR prioritization process in accordance with the agreed upon procedures at Attachment 1. When the representative is unable to attend the meeting in person, voting may be done via conference call or they may obtain an alternate to represent their agency during the process.
11. Develop and implement this Charter with the NBC in regards to roles and responsibilities and the submission and evaluation of CRs associated with the FPPS Program.
12. Submit agenda items for Users Group meetings when applicable.
13. Furnish members to participate on workgroups as needed.

**B. NBC Coordinator:**

1. Plans and coordinates FPPS Users Group Meetings.
2. Notifies representatives of date, times and places of scheduled meetings.
3. Solicits meeting agenda items from the UGRs. Drafts and coordinates meeting agendas and issues to be addressed – with input from representatives.
4. Distributes Users Group Meeting Agendas two weeks prior to the Users Group meeting to allow sufficient review time by representatives.
5. Leads representatives through the published agenda
6. Records decisions and action items from the Users Group meeting, and assigns and tracks action items.
7. Conducts the prioritization of proposed CRs in accordance with agreed upon procedures at Attachment 1.
8. Provides feedback on action items to representatives.
9. Coordinates the recording and distribution of meeting notes, with a goal of distributing the notes within forty-five days following the UGR meeting.

### **C. NBC Users Group Chairperson:**

The Chairperson either performs the following duties or provides the resources to perform them in support of the UGR:

1. Approves agendas and issues to be addressed at Users Group meetings.
2. Leads Users Group meetings and ensure they are run in an orderly manner.
3. When applicable, leads group discussions and guides focus on objectives tasked to the group.
4. Requests volunteers for special workgroups.
5. Ensures that decisions and action items from Users Group meetings are captured and acted upon.
6. Ensures the meeting notes are disseminated, with a goal of distributing the notes within forty-five days following the UGR meeting.
7. Solicits Users Group representatives for dates and locations for Users Group Meetings.
8. Maintains the official copy of the UGR Charter with input, agreement and support of the UGRs.

### **V. MEETINGS:**

The FPPS Users Group shall meet during an off pay calculation week approximately two months prior to each FPPS release, usually three times a year. The UGR Chair will confirm the dates and location of the UGR meeting two months in advance to allow proper planning (e.g., travel arrangements).

Meetings will usually take place in the Denver, CO area once each year.

The UGRs from the various client agencies will volunteer to host FPPS Users Group Meetings on a rotating basis at their facility or a facility they can arrange for at no cost to the Users Group.

Tentative dates and locations for the next three Users Group meetings will be determined for planning purposes.

## **VI. DECISION MAKING:**

### **A. Voting Procedures for FPPS Change Requests:**

The voting procedures for prioritizing FPPS Change Requests were agreed upon by the UGR members during the UGR meeting on March 1, 2006. The procedures, updated to reflect the consolidation of voting by client representatives, are attached to the UGR Charter as Attachment 1. Any changes to the voting procedures for FPPS Change Requests must be approved by a majority of voting UGR members participating in an UGR meeting in person, via delegation or via conference call.

### **B. Voting Procedures for Ancillary Systems:**

It may be determined that the prioritization of change requests for ancillary systems are to be added to or deleted from the purview of the Users Group. If so, an attachment with the pertinent voting procedures may be added to or deleted from this Charter based upon the approval of a majority of voting UGR members participating in an UGR meeting in person, via delegation or via conference call.

### **C. Changes to the UGR Charter:**

A proposed change to the UGR Charter can be requested for consideration as an agenda item at a UGR meeting. The change can be presented by the requestor and will be incorporated into the Charter if approved by a majority of voting UGR members participating in an UGR meeting in person, via delegation or via conference call.

Acceptance of the original or revised versions of the Charter will be recorded in the minutes of the FPPS Users Group meeting, and the Charter will be finalized and signed by the Chairperson of the FPPS Users Group. The initial Charter also will be signed by the Co-Chairs of the UGR Charter Workgroup. The UGR members may designate different members to sign revisions to the Charter during the approval process. The Charter or an approved revision will remain in effect until superseded or until the FPPS is replaced. An electronic version of the Charter will be distributed via email to the UGR members by NBC.

### **D. Resolution of Impasses:**

If issues related to the chartered activities of the UGR cannot be resolved within the framework of the UGR, the issue will be raised to the NBC Associate Director, Federal Personnel and Payroll Systems and Service and Human Resources Line of Business (FPPSS/HR LOB) by the UGR client HR Director for adjudication. If the matter is not resolved to the satisfaction of the client, NBC will arrange a meeting with participation by NBC, the client, and the OPM ePayroll office for a final resolution by OPM.

## VII. APPROVAL:

The FPPS Users Group Charter was approved on February 28, 2007.

Billye L. Moser  
Billye L Moser  
Chair, FPPS Users Group

2/28/2007  
Date

RM Heller 2/28/2007  
Robert M Heller Date  
Department of Transportation

Susan Pigman 2/28/2007  
Susan Pigman Date  
Social Security Administration

Co-Chairs, FPPS UGR Charter Workgroup

## **FPPS Change Request Process**

Any user requesting a change to the Federal Personnel and Payroll System (FPPS) must submit a Change Request (CR) through the appropriate Users Group Representative (UGR).

The UGR evaluates the CR for accuracy and determines whether or not to submit it to the Personnel and Payroll Systems Division (PPSD). The CR should provide enough information to clearly describe the requested change, desired result, benefit, etc., and proposed effective date if it is a regulatory change. If the UGR determines the CR is valid, the CR should be emailed to Duanne\_C\_Serna@nbc.gov or faxed to 303-969-5602 using the prescribed CR format.

Once the CR is received, it is entered into the QuickSar (Software Action Request) tracking system where it is assigned a tracking number.

Functional and technical analysts review the proposed change and estimate the number of work hours it will take to analyze the requirements, program and test the change, and implement the change. After all functional and programming areas have reviewed the CR it is submitted to the Software Configuration Control Board (SCCB), which meets every week.

The SCCB reviews the CRs for the type of change and the number of estimated hours to accomplish the CR. Client requested CRs are usually placed in future status awaiting prioritization by the UGR. The PPSP notifies the originating UGR of the status of the CR by memorandum. The memorandum will include the CR number, estimated work hours, and the release date if it is scheduled into a release or other status such as future or disapproved with the reason.

### **Change Request Prioritization Process for Client Requested CRs**

- Approximately one month before the FPPS Users Group Representative (UGR) meeting PPSP will send a Future Change Request (CR) listing to each UGR. All future client requested CRs not scheduled into a FPPS release will be on this listing. A new Future CR listing will be created before each prioritization.
- The primary UGR from each client agency will be requested to submit four CRs from the Future CR listing which are the most important for their agency (via email and within a requested deadline). Clients with multiple UGR members will consolidate their agency input into one set of four CRs.
- Upon receipt of all of the agency's most important CRs, FPPS will consolidate a top priority list. This consolidated listing will be sent to the UGRs.

- Approximately 1-2 weeks before the UGR meeting a teleconference will be scheduled for the UGRs to review the CRs on the consolidated top priority listing. UGRs should be available and prepared to share information, details, and justifications, etc. supporting their top CRs.
- The voting/prioritizing of client change requests will be held during the Users Group meeting. UGRs should be present either physically or via teleconference to participate.
- Proxies are allowed if a UGR cannot participate physically or via conference call. The UGR must notify Duanne\_C\_Serna@nbc.gov via e-mail one-week prior to the UGR meeting to designate who will be allowed to vote on their behalf.
- The voting delegate for each agency is the Primary Users Group Representative as indicated on the FPPS Users Group Representative listing, unless the Primary Representative defers to another representative from their agency. Each client is allowed one vote. Agencies with multiple UGR members have a single vote for the bureaus within their agency.
- The voting delegate will be allowed to vote on as many CRs as they want during the UGR meeting (one vote per CR).
- The calculation of the votes will be conducted by adding the number of votes for each of the CRs and rank the CRs in order from most votes to least votes. Ties during the voting will be resolved by voting again.
- The UGR will prioritize at least 1500 hours worth of CRs to ensure there are enough CRs prioritized for any FPPS Release. PPSD will choose CRs starting at the top of the prioritization list to fill the number of hours available in a release for client requested changes.
- Agency Unique CRs will be prioritized by the number of impact hours (lowest hours receive highest priority). Ten percent (10%) of the total number of hours designated in each release for client requested CRs will be devoted to Agency Unique CRs.